



Moving Forward
Together

Annual Report 2016-17





**"A Community is too
Heavy to Carry Alone"**

– Deuteronomy Rabbah 1:10



Jewish Family Service



Dear Friends,

Every day, San Diegans turn to Jewish Family Service for the resources and support to confront their toughest challenges—hunger, domestic violence, physical and mental illness, lack of transportation, and even the death of a loved one. At every age, and every stage of life, we are committed to helping people move forward.

On the following pages, you'll find a summary of our accomplishments over the past year, and our impact across the community. This annual report is a celebration of the many ways we've acted together to fulfill our purpose to **build a stronger, healthier, more resilient San Diego.**

With generous community support, we have made a difference in the lives of 25,000 individuals and families who turned to JFS this year. As we approach our Centennial, we remain committed to helping people in crisis move forward, while developing innovative strategies to break cycles of poverty and strengthen our community over the long-term.

Together, we are building a community of stronger families, greater opportunity, and healthier lives at every age.

Thank you for being a part of this incredible journey of **Moving Forward Together.**

Marie G. Raftery
Chair, Board of Directors

Michael Hopkins, MSW
Chief Executive Officer

Every year, more than 25,000 San Diegans turn to Jewish Family Service because they need someone in their corner.



"It isn't easy living so far away, but the **peace of mind** that On the Go is monitoring my mom's rides

and communicating with her drivers to make sure she is getting picked up and dropped off safely is a huge blessing."

— Christy, daughter of On the Go: Navigator client



"Without the Older Adult Center, my friends would be at home, maybe all alone... just watching TV. But now, **they have people to talk to, eat lunch with, and dance with.** I love being here. And we have such a good time when we're all together."

— Tate, 9-year-old volunteer

JFS is dedicated to ensuring older adults lead safe, independent, and healthy lives—and are active members of our San Diego community.

Home safety and fall prevention

- 1,086 home repairs and safety modifications

Care consultation and coordination, counseling, information and referral, and respite care

- 10,987 hours of care management
- 136 Holocaust Survivors assisted
- Bikkur Holim: 73 older adults connected to a friendly visitor

Home-delivered meals and congregate meals at JFS Social & Wellness Centers

- 82,000 meals provided to homebound seniors and low-income



Home and community-based services, including an extensive network of transportation services

- 35,000 rides given
- More than 35,000 visits to Balboa and College Avenue Social & Wellness Centers
- Charitable Adult Rides & Services (CARS) processed 100,000 vehicle donations for nonprofits nationwide

Training and employment programs

connected 58 older adults to employment opportunities



A DECADE
of Earning Charity Navigator's Highest 4-Star Rating
1% of nonprofits nationwide can make this claim

We put the strength of our entire agency behind every client.



"I will never forget your efforts and kindness in helping me. The two interviews went very smoothly, and I got the job! If someone asks me about the secret of my success later in life (and I will be successful),

I will tell them that I had a **great team supporting me from day one.**"

— Ahmad, newly resettled refugee



"After escaping an abusive marriage, my children and I needed help. The care and support we've received have given all three of us a renewed sense of hope and possibility. I will not be defined by what happened to me, but by what I did to create a **better life for my family.**"

— "Kate," domestic violence survivor

JFS partners with clients to achieve life-changing goals and seize life's next great opportunity.

Connection to community

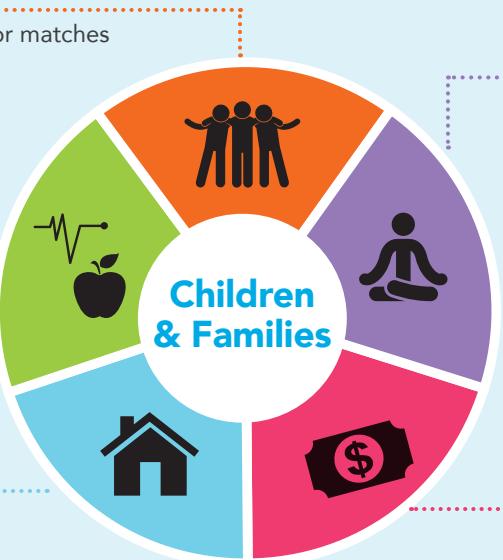
- Jewish Big Pals: supported 39 child/mentor matches
- Refugee & Immigration: 526 refugees resettled; 299 citizenship/naturalization applications filed, 213 new citizens
- Supporting Jewish Single Parents: 300+ single parents engaged in community

Physical health and nutrition

- Breast Cancer Case Management: 213 women received assistance and support
- Hand Up Food Pantry: distributed food equivalent to 313,492 meals

Safe and reliable housing

- Homeless Services: 200+ individuals served nightly
- JFS Case Managers: provided 31 individuals with financial assistance for housing, 11 of whom were fleeing domestic violence



Emotional wellbeing

- Counseling: 227 clients moved toward their goals in 2,161 therapy sessions
- Positive Parenting: 2,051 parents served, benefiting 3,625 children
- Patient Advocacy: patient's rights protected in 4,472 hearings

Economic independence

- Case Management: 577 individuals transformed their lives
- Employment & Career Services: helped 170 employment seekers
- Project SARAH: 191 domestic abuse survivors found safety and a new beginning



JFS was named a **2016 Nonprofit of the Year** by the California State Assembly.

**Moving Forward
Together**



JFS is nationally recognized for its commitment to best practices, programmatic acumen, innovative partnerships, and exceptional delivery of high quality services for children, families, and older adults. JFS is proud to share news of the following achievements from the last year...



Leading the Way

Aging & Wellness

- The Balboa Avenue Older Adult Center (BAOAC) opened in August 2016 at JFS's Joan & Irwin Jacobs Campus and has seen significantly increased attendance since relocating from the University City area.
- In September 2016, the Administration for Community Living awarded federal funds to JFS, in partnership with Alzheimer's San Diego, for a three-year exploratory project focused on meeting the unique needs of individuals with Alzheimer's Disease and Related Dementias (ADRD), and their caregivers. The initiative includes dementia training for staff and volunteers provided by Alzheimer's San Diego, new certification in the evidence-based *Music and Memories* in-home music therapy program, and dementia education and support groups for family members and caregivers.
- In February 2017, JFS began a partnership with the UCSD Shiley-Marcos Alzheimer's Disease

Research Center to operate "Out & About," which provides weekly dementia-friendly excursions for Balboa Avenue Older Adult Center participants.

- With generous funding from Del Mar Healthcare Fund through The San Diego Foundation, JFS launched *On the Go Navigator* in March 2017 to provide older adults with on-demand ride scheduling and monitored transportation via Lyft.
- The San Diego Association of Governments (SANDAG) awarded JFS's *On the Go: Transportation Solutions for Older Adults* the largest transportation grant in JFS history — \$1.75 million over two years.

Child & Family Services

- Through a partnership with Feeding San Diego, JFS became one of the first organizations in the nation to join Starbucks FoodShare. By March 2017, the *Hand Up* Food Pantry was collecting an average of 1,500 pounds of nutritious Starbucks



food per week, which is distributed to food insecure San Diegans through the Corner Market, Foodmobile, and other JFS programs.

- In October 2016, JFS began partnering with the non-profit *Dreams for Change* to offer safe overnight parking and supportive services to homeless individuals and families sleeping in their cars at night. In addition to parking and shower facilities at the Joan & Irwin Jacobs Campus, JFS provides food and other resources, restroom and shower facilities, and services focused on employment and housing.
- The County of San Diego-funded Positive Parenting Program contract was renewed for five more years and received the 2016 Child Abuse Prevention Coordinating Council's Program of the Year "STARS" Award.
- JFS received the 2016 San Diego County Behavioral Health System's "Community Education Program of the Year Award."
- JFS resettled a total of 526 refugees fleeing persecution in war zones around the world.

Advocating on Issues that Matter

JFS recognizes that long-term systemic change requires partnership with government and policy makers. As a high-impact organization, we are committed to partnering on legislative solutions that reinforce our direct service work and address the unmet needs of our clients. In the last year, JFS prioritized legislation and budget priorities aimed at uplifting working families and their children and ensuring adequate funding for services that support aging with dignity.

Our 2016/2017 Policy Achievements

- JFS has advocated for the reauthorization of the Older Americans Act for the past five years. Through this critical federal legislation, signed into law in early 2017, JFS receives over \$800,000 to provide older adults with job-training, transportation, nutritious meals, caregiver support through minor home repairs and safety modifications, and special support services for Holocaust Survivors.
- In 2016, JFS was honored to sign on as an early supporter of the AGE Act, which would — for the first time ever — provide a tax credit for family caregivers.
- At the state level, JFS leveraged its membership in the Jewish Public Affairs Committee of California and engaged Jewish communal organizations from across the state in a successful advocacy effort to secure \$3.2 million in supplemental state funding for Senior Nutrition services.
- JFS supported budget requests for increased state investments in affordable housing, early education, and child care — all areas where JFS sees clients facing barriers to self-sufficiency in San Diego County.

CORNER MARKET

SAN DIEGO CALIFORNIA



"Being in treatment for breast cancer, I live on a very limited budget. There just isn't much left after my rent, utilities, and drug copays are met. I have hard days, but I am not alone. From home-delivered meals to transportation to medical appointments, I have the support of so many special people JFS."

– Dianne, living with breast cancer for two years



JFS is a home for the whole community — for San Diegans in search of better lives and for those seeking to make better lives possible.



As a certified Service Enterprise, JFS is a leader in leveraging volunteers' skills, strategically and thoughtfully at all levels of the agency. We are committed to creating meaningful opportunities for people to direct their deepest passions and unique talents in service to our clients.

In the 2016-2017 fiscal year, 739 volunteers contributed 48,438 hours of service, valued at \$1,364,014.08.



As the proud host of the AmeriCorps Volunteer Infrastructure Project (VIP) in San Diego County, JFS trains and coaches VIP Fellows and places them in nonprofit partner organizations throughout San Diego. VIP Fellows recruit individual and group volunteers, implement best practices in volunteer management, and create sustainable solutions for nonprofit and government agencies.

In program year 2016-2017, 17 VIP Fellows recruited 3,500 volunteers and raised over \$50,000 in in-kind and monetary donations that directly benefitted volunteer programs. One of our Fellows was named the Catherine Milton California AmeriCorps Member of the Year for 2017.



Each year through our Embrace-A-Family program, caring members of our community come together to make the holidays brighter for individuals and families in need. For many of our clients, holiday celebrations would not be possible without the support they receive through Embrace-A-Family.

In 2016, 212 Embracers and donors provided 449 families (1,202 individuals) with holiday gifts.

"There are a lot of us seniors who are struggling. It's beautiful to know that there's a place for us to turn to."

– Angie Porras



Partnering to Stop the Spiral of Homelessness

In October of 2016, the non-profit *Dreams for Change* approached JFS about using our parking lot to operate a safe parking program for homeless families and individuals sleeping in their cars at night. We agreed, and immediately began looking for ways to deepen the partnership by providing food and services focused on employment and stability.

For Angie Porras, that partnership has been life changing.

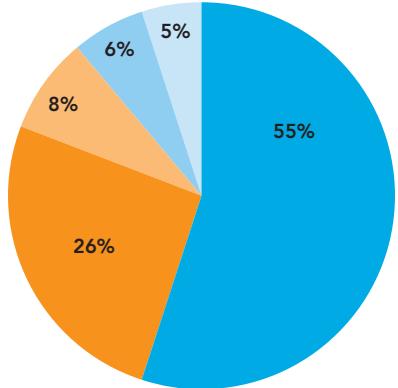
When a friend told Angie about the *Dreams for Change* program at JFS, she drove here right away. After nearly two years of homelessness, she had a reliable place to park her vehicle, enjoy a meal with other families, and settle in for a safe night's sleep.

After a few months in the program, Angie began working with a JFS Employment Specialist, who helped her renew her certifications as a caregiver. To boost her resume, Angie also began working a few hours each week at our Older Adult Center on Balboa Avenue. In June, Angie accepted a fulltime position with a respected caregiving agency here in San Diego and is now saving toward a security deposit on permanent housing.

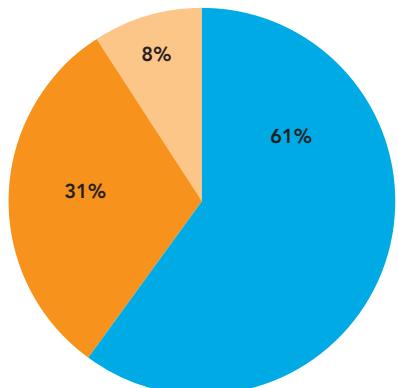
With coordinated support from JFS and *Dreams for Change*, Angie's on her way to a better future.

Jewish Family Service of San Diego

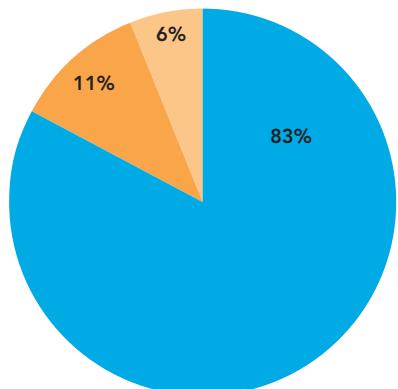
Unaudited Operating Statements | July 1, 2016–June 30, 2017



Public Support & Revenue	Amount \$	Amount %
Public & Private Grants	10,091,489	55%
Contributions	4,841,177	26%
Charitable Adult Rides and Services, Inc.	1,402,647	8%
Client Fees	1,191,416	6%
Investment Income	852,359	5%
Total Revenue	18,379,089	100%
Total Expenses	18,946,755	
Change in Net Assets	(567,666)	



Program Expenses	Amount \$	Amount %
Self-Sufficiency	9,592,602	61%
Aging with Dignity	4,858,967	31%
Community Connection	1,359,229	8%
Total Program Expenses	15,810,798	100%



Management Efficiency	Amount \$	Amount %
Direct Service & Programs	15,810,798	83%
Advancement	2,085,669	11%
Administration	1,050,287	6%
Total Expenses	18,946,754	100%

Our audited financials and Form 990 are available at www.jfssd.org/financials



"College Avenue Center fills a void I had after retiring. I have friendship, I have learning, I have food, I have exercise. I have everything here, and the people are wonderful."

– Richard, 74 years young

Friends of the Family & Major Event Underwriters 2016–2017

Please accept our deepest thanks for being a Friend of the Family

Leadership Circle

\$50,000 or more

Charitable Adult Rides & Services
Esther Fischer*
Joan & Irwin Jacobs*
Bernard Lewis Family*
Allison & Robert Price*
Evelyn & Ernest Rady
Marie Raftery &
Robert Rubenstein*
Viterbi Family Fund*
Dorothy Winter*
1 Anonymous

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In memory of Morley Barsky
Marsha Berkson*
Inge Feinswog*
Daniel Green
Marcia Foster Hazan*
Barbara & Mathew Loonin
Hughes & Sheila Potiker
Memorial Fund*
Lois J. Richmond*
Jeannie & Arthur Rivkin*
Benjamin Schulman
Cynthia Seeberg
Nancy & Gary Weissberg
Suzanne & Louis Wolfsheimer
1 Anonymous

\$10,000 – \$24,999

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Jamie Carr
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Guadalupe & Ronald Cohn
Marjorie & Sheldon Derezin
Franklin Felber
Barbara & Howard Feldman*
Judy & Mike Feldman*

Diane & Elliot Feuerstein*
Beverly & Richard Fink
Teresa & Merle Fischlowitz
Judith Fisher
Sandra Fisher
Meryl & Jonathan Flam*
Susanna & Michael Flaster*
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Hanna & Mark Gleiberman*
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Michal & Alberto Hamui*
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Jennifer & Jay Levitt*
Zita & Morris Lieberman*
Sheila & Jeffrey Lipinsky*
Sylvia & Jaime Liwerant*
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Marcia & Robert Malkus
Marilyn & Eugene Marx
Milton Silver Trust
In memory of Milton Silver
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David Newdorf
Jori Potiker Brown*
Laurayne Ratner*
In memory of Sanford Ratner
Vivien & Jeffrey Ressler*
Ana & Abraham Rothman
Elizabeth & Mitchell Siegler
Karen & Jeffrey Silberman*
Elaine Galinson &
Herbert Solomon*
Sharon & Jerome Stein*
Nessim Tiano
Andrew Viterbi*
Caryl Lees Witte
Jacqueline & Bertram Woolf
Julie Yrineo Zeff & Dana Zeff
Betty Zander
8 Anonymous

Visionary

\$5,000 – \$9,999

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Gayle & Jerry Klusky
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Ilene & Charles Mittman
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Beverly Schmier
Susan Shmalo
Marcie Sinclair & Andrew Ratner
Audrey Viterbi Smargon &
Daniel Smargon*
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Spielman Family
In memory of Jenny Spielman
Karin & Tony Toronto
Laura & Richard Travis

Kristen Van Denburgh
Tamora & Louis Vener
Mort Vogelson Endowment
Sharon & David Wax*
Sylvia Wechter
Ellen & James Weil
Ruth & Stanley Westreich
Marvin & Bebe Zigman
Helene & Allan Ziman*
5 Anonymous

Champion

\$2,500 – \$4,999

Loretta H. Adams
Betty Amber & Rhonda Amber
In memory of Sylvia Weider Amber
& Paul Sholem Amber
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Merle & Mitchell Brodie
Ann & Leonard Brown
Barbara Bry & Neil Senturia*
Deborah Bucksbaum*
Pamela & Spencer Burkholz
Deborah & Daniel Carnick
Laurie & Matthew Coleman
Comfort Keepers/April & Mathew Fink
Antonio De Lima
Darlena Del Mar & Neil Mason
Linda Easler
Max Einhorn*
Marti & James Eisenberg
Robin & Leo Eisenberg
Claire & David Ellman*
Robert Foster
Carol & Ronald Fox*
Ray Fuller
Marcia & Gerald Gilberg z"l
Abraham Gleiberman
Lucy Goldman*
Meg & Allan Goldstein*
Mark Goldstein
Rita Heller*
In memory of Aron & Bluma Heller
Karen Helrich & Bertram Edelstein*
Michael Hopkins*
Hilary & Selwyn Isakow
Samita Jacobs
Emily & Chris Jennewein
Kate & John Kassar
Nadja & Emanuel Kauder*
Michael Kendrick
Terry Klitzner
Jennifer & Mathew Kostrinsky
Robert Lazarus
Golnoosh & Ian Lerner
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Michelle & Neil Sturman

Pat & Michael Teichner

Caryn & Alan Viterbi*

Harold Walba In memory of Shevy Walba

Cathy & John Weil*

Joy & Stephen Weiss*

Jo Ann Weissman

Mary Lynn & Lawrence Weitzen

Rachel & Adam Welland

Cissy & Scott Wolfe

Karen & Robert Zeiger

Zenith Insurance Company

Joellyn & Ron Zollman*

Emma & Leo Zuckerman

7 Anonymous

Pacesetter

\$1,000 – \$2,499

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Hazel Alterman
Sandra & Earl Altshuler
Susannah Bankhead
Juli & Howard Bear
Joan Beber*
Linda & Michael Bennett
Sherrie & Jonathan Benumof
Jack Berdy
Carla & Geoffrey Berg
Meryl & Donald Berk
Bruce Berlau
Roberta & Ralph Berman*
Julie & Edgar Berner*
Linda & Robert Bernstein
Laurie Black
Dennis Blevins
Howard Bolotin
Charles Bradshaw

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Jack & Miriam Breyer
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Aaron Brooks
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Suzanne Cohen
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Maxine Verne
In memory of Sabina Davidson
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Toby Eisenberg
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Lorraine & Stephen Enoch
Amy & Steven Epner
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Rebecca & Edward Etess*
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In memory of Herbert Greenstein
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In memory of Norman Hahn
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Julie & Howard Haimsohn
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Linda & Edward Janon
Marilyn Johns & Peter Stovin

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In memory of Bonnie Kessler-Johnsen
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Gwen & Jules Knapp
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Rhoda & Elliot Lavinsky z"l
Mimi & James z"l Lee
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Marilyn & Ed Magnin*
Meg & Jess Mandel
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Rabbi Devorah Marcus
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Karen & Lawrence McCracken
Keith McKenzie
Adrienne & Stanley Mestman
Sally & Jeffrey Meyer
Margaret & Paul Meyer
Robert & Rhonda Meyer
Patricia & Michael Mogul
Frances Mortenson
Nan Moser
Beth Newton
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& Rabbi Hillel Silverman
Joseph Silverman
Robert & Gayle Silverman
Anne & Ronald Simon
Leonardo & Yanine Simpser
Virginia & Paul Sloman
Ruth Slonim
Lynne & Lance Small
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Stephanie Sontag
Benjerman Soser
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John Steel
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Michael Stotsky
Eli & Ruth Strich
In memory of Robert Strich
Julie & Robert Sullivan
Vickey Syage & Richard Whittington
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Dana & Jack Tavelman
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Elizabeth Van Denburgh
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Jamie & Kevin Wechter
Susan & Stuart Weinshanker
Kathy & Stuart Weinstock
Susan Chortek Weisman & Eric Weisman*
Carol Weisner

Eileen Glasser Wesley & Mark Wesley
Lynne Wheeler
Perri Wittgrove
Sally & Steven Wyte
Debra Wanger Yaruss
Lynne Zaklin & Richard Gelb
20 Anonymous

Family Champion

\$500 – \$999

Simone Abelsohn
Michelle & Basil Abramowitz
David Abrams
Shari & Trevor Allan
Steven & Lisa Altman
Jeffrey Avruch
Janice Baker
John Barbour
Robin Becker
Tina Beranbaum & Mitch Shack *
Jason Bercovitch
Michelle & Kevin Berkowitz
Marvin Berman
Leonard & Beverly Bernstein
Mary Binderman
Richard & Judith Blum
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Susan Byrnes
Elaine Camuso & Michael Wallace
Ira & Jane Carlin
Susan Channick
Chelsea Investment Corporation
Bobby Clark & Kathryn Mead
Myrna & Michael Cohen
Marta & Richard Combs
Stephen Cusato
Pearl Cutler

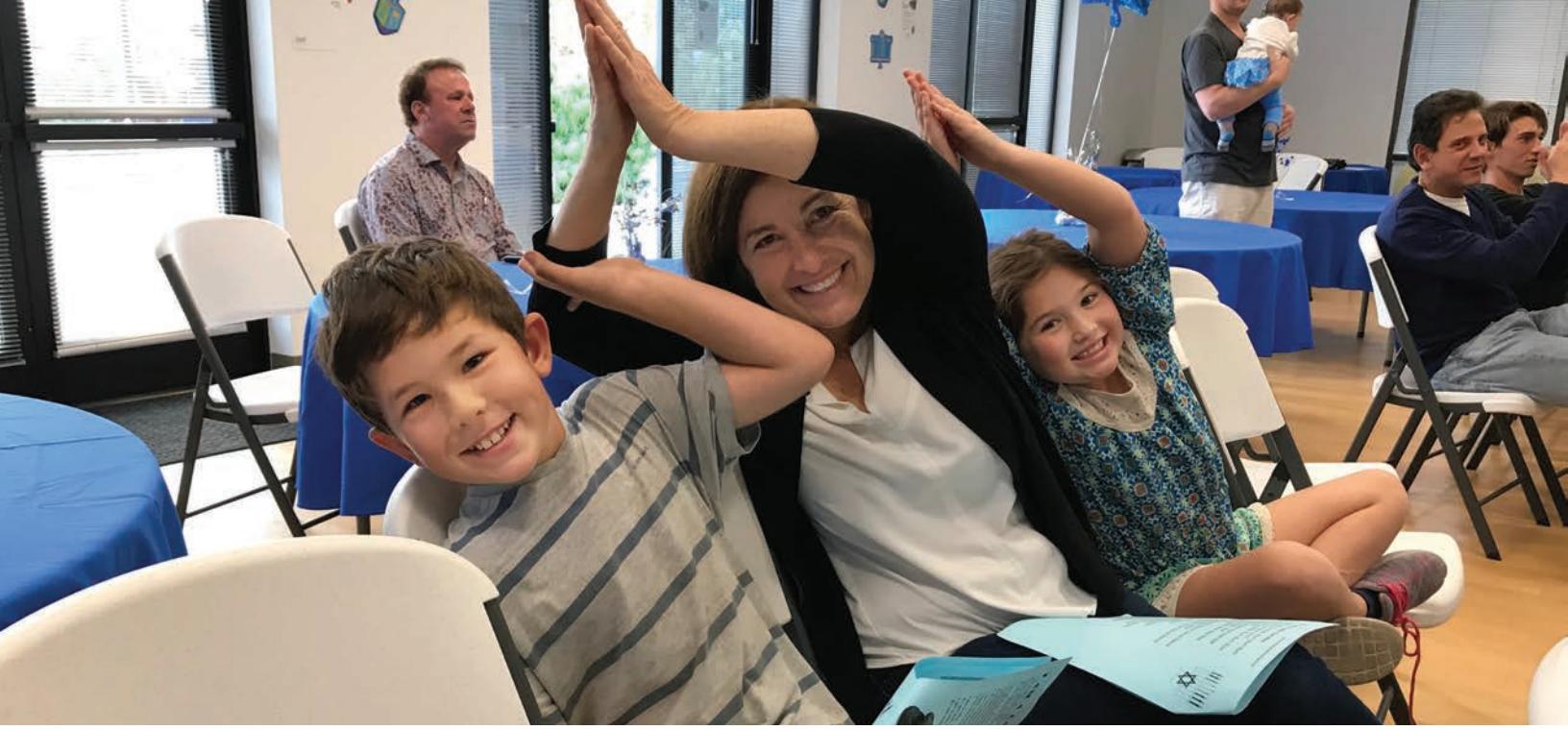




Richard Danziger
Robin Daus
Dell Enterprises
Janet & David Desmon
Anthony Deutsch
Bonnie & Ellis Diamond*
Karen Dow
Jacqueline & Stanley Drosch
Daniel & Emily Einhorn*
Mike Eisenberg
Karen & Jerome Eisman
Louis Elfenbaum
Isaac & Ruth Engel
Margaret Engel & Rod Engel
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Teri & Tom Evans
David Faulkner
Uri & Belinda Feldman*
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Laurel Nation
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Jon & Kathleen Nevin
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Shirley Pollack z"l
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Bertram & Jacqueline Woolf
Ann Youngwood
Charles z"l & z"l Leah Zibbel
Lillian Zilbercweig z"l
Norman & Jane Zmora
Alan Zimmelman
28 Anonymous



Tom has Parkinson's. He loves to dance. He stands up with his walker and just starts wiggling his hips. He wrote me a note that said, "There are many people in my world and I'm glad you're one of them." I keep it up on my wall in my room.

– Tate, 9-year-old volunteer



Our Purpose

Jewish Family Service is a client-centered, impact-driven organization working to build a stronger, healthier, more resilient San Diego.

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